



SWIFT™ Premises Solution



Fast and easy way of implementing Genesys CX Platform!

SWIFT™ Premises is a complete, modernized, Genesys on-premises contact center solution that can be implemented in less than 90 days and expanded to incorporate the omni-channel experience customers expect.



Key Benefits

Real business results: The solution is based on Aria's expert knowledge and experience, and on the highly flexible and feature-rich Genesys platform.

Convenience: Easy to build and manage through configurations that handle most business needs. No need for expensive custom development.

Fast deployment: Automated installation, pre-tested and configurable solution – no wasted time on customization.

Low risk: Pre-tested, pre-built, and pre-validated; based on the Genesys platform, as well as expandable to adapt to any future changes.

Affordability: Lower cost deployment from use of pre-built components and easier maintenance and support through configuration.

What is different about this solution approach?

Many contact center implementations spend more time than desired in analysis paralysis, documenting hundreds of requirements, and customizing while learning a new system. This leads to long implementation times, while in reality 80% or more of contact center requirements are the same.

SWIFT™ Premises is based on best practices and built with connections to common systems. Due to its flexible configuration, the solution does not “box you in” and lets you expand it later.

Aria's pre-tested, pre-built, and pre-validated assets are key to this capability:

- SWIFT™ Auto Attendant
- SWIFT™ Routing
- SWIFT™ Real-Time Reporting
- SWIFT™ List2Campaign

This solution provides a more **efficient and thorough implementation process:**

1 Deploy



a modernized, enterprise-class inbound contact center foundation in 60 days

2 Learn



the new platform and how customers react to it, then refine the requirements based on findings

3 Adapt










to current and future needs by expanding the platform with enterprise-class capabilities










Core Components

- Supports SIP or Legacy PBX Integration
- Desktop – Softphone/Customer History/CRM Integration
- Real-Time Dashboard Reporting
- Historical Reporting
- Workforce Management/Third Party WFM
- Packaged Professional Services
- Predetermined Scope
- Pre-Built Assets:
 - SWIFT™ Auto Attendant
 - SWIFT™ Routing
 - SWIFT™ Real-Time Reporting
 - SWIFT™ List2Campaign (if required)

Primary Add-Ons

-  Lab Environment
-  Voice Portal (IVR)
-  Outbound
-  Chat
-  Email
-  Voicemail
-  Callback

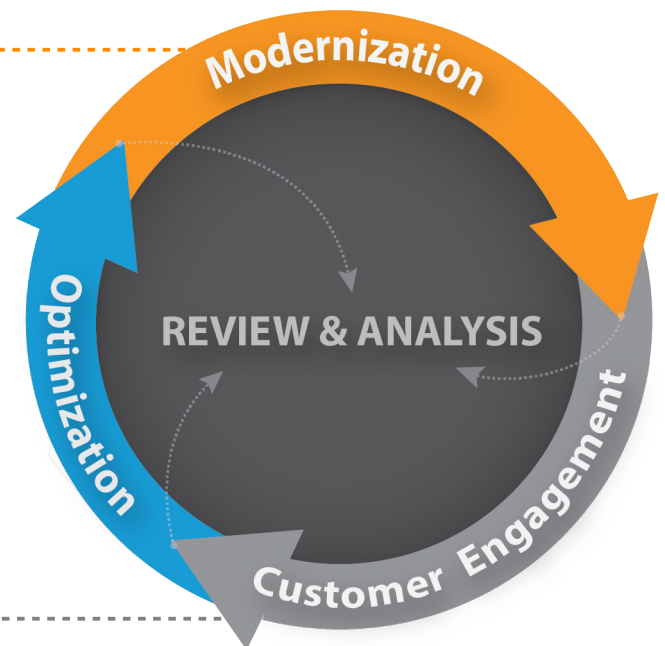
Secondary Add-Ons

-  SMS
-  Social Media
-  Mobile
-  Proactive Chat
-  Work Items
-  Quality Assurance
-  Speech & Text Analytics

SWIFT™ Premises in the Customer Engagement Center Transformation Wheel:

SWIFT™ Premises allows companies to **modernize** their contact centers through a complete self-service, routing, agent desktop, reporting and workforce management solution, as well as a best in class omnichannel capable solution.

To improve **customer engagement**, SWIFT™ Premises enables channels your customers expect, helps to personalize customer interactions and manage customer journeys.



Who Are We?

Aria Solutions has been a leading provider of contact center and customer engagement solutions for 20 years, delivering innovative, multi-channel, cloud, on-premises and hybrid-based solutions. We specialize in working with Genesys, Salesforce & Amazon Connect platforms, building products and delivering services to offer complete solutions. Our thorough methodology and expertise are key in helping customers promote customer engagements, create exceptional customer experiences, and deliver positive business results.

Partnered with:

 GENESYS



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